

BETHANY CHRISTIAN TRUST

JOB DESCRIPTION – PROJECT WORKER

**B0358**

**1 JOB DETAILS**

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| **Job Title** | Project Worker | **Line Manager** | Project Manager |
| **Grade Level** | 3 | **Spine Pt Range** | 19 - 23 | **FTE Salary Range** | £27,280-£29,476 |
| **Section/Unit** | Anne Hope House  | **Directorate** | Crisis Intervention  |
| **Location** | Anne Hope House |
| **Hours** | 37.5 | **FTE** | 1.0 |
| **GOR** | Required to have a genuine and active Christian faith and commitment |

# 2 JOB PURPOSE

To work as part of a team seeking to meet the practical, emotional and spiritual needs of women with multiple complex needs. As part of a team to ensure the smooth daily running of the therapeutic centre and to help create a safe supportive caring and empowering environment for service users.

# 3 MAIN RESPONSIBILITIES

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|  | Approx. % of time |
| * Managing a case-load of support clients – Assisting them in their stay by key working them, assisting them set and meet goals leading to resettlement.
 | 30% |
| * Provide appropriate emotional and practical support to service users assisting in budgeting, debt management, addiction support, household routines, arranging specific specialist help, liaising with other external agencies.
 | 30% |
| * Lead shifts on a rota system – responsible for co-ordination of tasks, make decisions based on joint assessments and assigning tasks
* Lead and deliver a programme of social / life skills and devotional group work as part of the team.
 | 10%10% |
| * To take part in and assist service users in the general household activities including room cleaning, cooking
 | 10% |
| * General admin duties such as answering the phone, door keeping, updating files, collecting rent and handling petty cash
 | 10% |

**4 PLANNING AND ORGANISING**

* Plan own workload in relation to key working in keeping with deadlines and targets
* Plan and schedule all key client support plan reviews with management
* Delegation of daily tasks when shift leading
* Prepare and organise group material and delivery for the group programme.
* Organise House recreational activities.
* Organise and record medication, finances, and various unit Health & Safety requirements as delegated within the team.
* Organise House recreational activities

**5 PROBLEM SOLVING**

* Responding with care, determining the best approach in dealing with service user/staff issues.
* In discussion with team members and shift leader consider appropriate responses to complaints.
* Manage a difficult workload with, at times limited resources, requiring a creative and flexible approach.
* Manage and prioritise the presentation of multiple different needs from the service user group, ensuring all are appropriately addressed.
1. **DECISION MAKING**
* Consideration of team make-up when allocating daily tasks.
* Interviewing prospective service users, assessing their needs.
* Delivering suitable discipline in response to inappropriate service user behaviour.

**7 KEY RELATIONSHIPS**

* Project Manager, Senior Support Workers and Director of Crisis Intervention. – The post holder will maintain these relationships in order to understand and deliver the strategic objectives of the project, as well as to feed-back complex problems/ issues that may be identified and to work with them on solutions.
* Colleagues – Develop strong, healthy and appropriate relationships with colleagues contributing to a high level of team work.
* Service Users – The post holder will cultivate a caring supportive environment, delivering a quality service.
* Volunteers - Develop strong, healthy and appropriate relationships with volunteer sleepover shift contributing to a high level of team work
* External Agencies – The post holder will develop relationships with referring agencies, social work, housing, community Mental Health teams, amongst others, for the benefit of service users.

**8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB**

The essential qualifications and characteristics that will be required of the person undertaking the role are:

* SVQ3 in Social Care, Promoting Independence or equivalent as listed by SSSC as appropriate for a Housing Support Worker, or willingness to work towards this.
* Good general standard of education.
* Experience of working with vulnerable and homeless people.
* An understanding of mental health issues, addiction problems and chaotic behaviour.
* Experience of maintaining accurate records and paperwork.
* Experience of team working.
* Excellent interpersonal skills
* Strong organisational skills.
* Team leadership ability.
* Ability to deal appropriately with challenging behaviour.
* A commitment to working in partnership with other organisations in order to fulfil the company’s aims and objectives.
* Be sympathetic with and supportive of the aims of the Company as expressed in its mission and values statements.
* Ability to maintain clear & accurate records.
* Flexibility to respond to a changing environment.
* To be able to show God’s love in action as an outworking of personal Christian faith to all stakeholders.

# DIMENSIONS

* As shift leader the post holder has project workers and assistant project workers as direct reports.
* Post holder will have considerable dealings with service users, external agencies and also stakeholders across the Organisation.
* The post holder will work closely with and report to the duty manager / line manager, Anne Hope House.

**10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION**

The post holder is required to have an active Christian faith on the basis of the following:

* *The face to face contact the post holder will have with service users in facilitating their increasing independence through physical, emotional and spiritual support****;***

The post-holder is required to participate in and lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany’s Vision of working with vulnerable people as an expression of Christian love in action.

This post, under the Protection of Vulnerable Groups (PVG) Scheme undertakes regulated work as part of the normal duties and therefore requires an enhanced disclosure and membership of the PVG scheme by the post-holder. Specifically the regulated work includes:

* *Registered care services – staff of Anne Hope House support women with multiple and complex needs.*

This post is restricted to female applicants in order to reduce barriers of access for the all-female residents.

**11** The post holder will be expected to promote a common understanding of what the organisation’s values mean, and critical to success, consistently model the values in all activities and relationships.

**Culture**

**•** Our standard is LOVE

• We SERVE others before ourselves

• We VALUE each person

**Ethos**

We demonstrate:

• Compassion

• Humility

• Authenticity

• Respect

• Affirmation

• Courage

• Truthfulness

• Excellence

• Relationships

**12 CREATION AND REVISION**

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| **Created** | Aug 2019 |
| **For Review** |  |
| **Reviewed** |  |